

QUESTIONS and COMMENTS received from Industry on NNC10ZQS008R (OHS)  
regarding the Draft Statement of Work and Industry Day

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I have attached several questions regarding the DSOW. Most of them relate to workload that was not contained in the Draft, but since this workload is critical for a realistic bid I wanted to make sure you had the questions so that when table with the populations numbers was published that these answers could be given. We are also concerned about the type of equipment in the MSC since supplies will be a part of the contract.

1. Although not specifically stated this SOW seems to require the successful contractor to have medical malpractice insurance for potential legal coverage. Will the Government indemnify the contractor in the event of a suit?
2. Under this SOW the contractor is required to supply a lot of medical and office supplies in order to determine a reasonable cost and level the playing field (incumbent contractor knows these numbers) request the Government provide detailed equipment and population numbers for critical functions:
  - a. Total number of Civil servants (CS) and breakout of males and females please include Lewis Field and Plum Brook but show separately by site.
  - b. Total number of Support Service Contractors (SSC) and breakout of males and females please include Lewis Field and Plum Brook but show separately by site.
  - c. Number of health maintenance examinations for CS employees conducted over the past two years broken out by males and females by year.
  - d. Number of fitness center membership screening conducted in the last two years broken out by year.
  - e. Number of international traveler services provided over the last two years broken out by year.
  - f. Number of influenza immunizations administered over the past two years broken out by year.
  - g. Number treated on-site for occupational illness or injury in the last two years broken out by year.
  - h. Number treated for acute non-occupational illness or injury over the last two years broken out by year.
  - i. Number of surveillance evaluations provided for workers with both potentially-hazardous and hazardous environments over the past two years broken out by year.
  - j. Number of certification examinations provided for workers over the past two years broken out by year.
  - k. Number of flight associated examinations provided for workers over the past two years broken out by year.

- l. Number of private pilot examinations provided for workers over the past two years broken out by year.
  - m. Number of special administrative examinations provided for workers over the past two years broken out by year.
  - n. Number of workers enrolled in the hearing conservation program over the past two years broken out by year.
  - o. Number of ergonomic assessments conducted over the past two years broken out by year.
  - p. Number of patients using prescription safety glasses programs over the past two years broken out by year.
  - q. Number of workers enrolled in the physical fitness program over the past two years broken out by year.
  - r. Number of workers using the physical therapy services program over the past two years broken out by year.
  - s. Number of workers and families using the employee assistance program over the past two years broken out by year.
  - t. Number of workers and families who have received individual counseling services over the past two years broken out by year; also please include in the breakout the number of visits from 1 to 5 used by the patients.
  - u. Number of workers who use massage therapy services over the past two years broken out by year and sex of the users.
  - v. Request a manufacture and model number of the x-ray equipment currently at the GRC MSC. How many x-rays were taken over the last two years and please provide a break out by year.
  - w. What type of laboratory procedures were provided at the GRC MSC in the last two years please provide a breakout of the procedures by year.
  - x. Please provide detailed information on the maintenance agreements and costs for externally maintained equipment.
  - y. Please provide detailed information on the external medical services agreements and costs for these services.
  - z. Please provide detailed information on the MSC formulary to include the base levels of medications and supplies.
  - aa. How many CS staff are enrolled in the Laser Program
3. If a CS or SSC employee choose to use their private health care insurance to cover the cost of a procedure or visit to the MSC who codes and bills the insurance company?

4. Please describe the laundry services associated with the fitness center is this done through contract or are washers and dryers provided for the fitness center staff use?
  5. How is the eligibility for EAP services determine? Specifically are family members provided a special identification numbers or coverage code for the 24 x 7 support?
  6. How many food services sites are there on Lewis Field that require monthly inspections?
  7. How many epidemiological analyses and studies have been conducted within the past two years?
  8. Who provides the medical credential verification for the professional staff (i.e. doctors, nurses, P.A.'s, lab techs, and fitness staff)?
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1. How many civil servant employees are seen in the Medical Department annually?
    2. Is there any periodic turnaround or mission demands for the medical team requiring work outside the normal work activities? If so is this a scheduled activity. Would this be in addition to the fixed price?
    3. How many support service contractors are seen in the Medical Department annually?
    4. Number of current staff and their titles in the Medical Department.
    5. Number of exams per year by the type of exam (as listed in sections 6.1.1.1, 6.1.1.2, 6.1.2, and 6.1.3) for civil servants and for the support contractors - we are unable to locate Attachment F
    6. Number of x-rays performed each year for medical surveillance
      - a. Standard films
      - b. B-readers
    7. Is a Physical Therapist a full time, part-time, or "as needed" position?
    8. Is the Dietician a full time, part time, or an "as needed" position?
    9. List of government furnished equipment in the Medical and Fitness Centers?
    10. Type and number of lab test historically drawn each year?
    11. Date of the last NASA audit and projected future date of the next audit.
    12. Maintenance and Calibration records for the equipment in the medical department.
    13. Annual spending on medical supplies.
    14. Are Stress Tests performed on site?
    15. What is the current list of medications and vaccines stocked in the clinic?
    16. If a civil servant is sent to an outside Travel Medicine clinic who pays for this cost?
    17. Number of flu shots given annually.
    18. How often is the Optometrist on site for eyeglass exams and fittings?
    19. Amount of medical waste collected annually?
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I did not see Appendix F in the SOW, so some of these issues may be answered when it is included. But it not, could you please answer the following.

1. What is the current number of FTE employees employed by the current contract holder?
2. What additional services (e.g., fitness center) are included under the current but not under the prior contract?
3. How many GRC civil servant employees and SSC employees are there?
4. What circumstances make a service "both cost-reimbursable and pay-to-participate"?
5. How many employees are expected to wear prescription safety glasses?

- a. The SOW states
  6. Proposal pricing shall include all work covered under the base sections of this SOW, except where specifically noted in Table 1.2.
  7. Does this mean that IDIQ services do not need price quotations?
  8. How many x-rays, influenza vaccinations, emergency services, flight exams, mammograms, travel immunizations, international travel assignments clearances, the type and number of laboratory tests, prescription safety glasses, and complete ophthalmologic exams are done per year?
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1. Will you notify us when you release the answers to the questions with regards to the solicitation?
2. How many patients does the NASA Glenn Research Center Clinic normally see on an annual basis and what is the size of the assigned patient population?

In PWS paragraph 3.5 it is noted that the "Government will provide the equipment and other items listed in Attachment C, List of Government-Furnished Equipment"; however, no attachment C is provided, can this attachment be distributed to aid in proposal development?

In PWS paragraph 3.8.1 Employee Medical Records, it states that medical records may be in a paper or electronic format; is there a requirement to maintain both formats for every employee?

In PWS paragraph 3.6 Off-Site Service Providers, how many mammograms, ophthalmology exams, clinical laboratory services, radiological services including the number of B-read interpretations, and travel immunizations are performed on an annual basis?

3. PWS paragraph 2.1.1.1 Medical Director states that "the Medical Director shall be assigned to this contract on a full-time basis", does this require the Medical Director to work on-site?
4. In PWS paragraph 4.3 International Traveler Health Services, it specifies a "The Contractor shall provide an appropriately stocked overseas supply kit to the international traveler", what does this supply kit include and how many kits are required annually?
5. How many Flight-Associated Examinations and Private Pilot Exams, referenced in PWS paragraph 6.1.3, are provided annually?
6. PWS paragraph 10.0 Potential Indefinite Quantity Indefinite Delivery (IDIQ) Requirements, mentions "The Contractor may be required to provide additional medical services and special medical support that are outside the scope of the base services portion of this SOW." For proposal purposes, is the contractor required to price these IDIQ requirements as separate line items? Or is this pricing an action that will take place after contract award?
7. In PWS paragraph 3.5.1 Equipment Maintenance, Repair and Calibration it states "that the contractor shall calibrate, maintain, repair..." Does this apply only to contractor furnished equipment or does it apply for the government furnished equipment? Is the contractor responsible for the expense of the equipment maintenance, repair and calibration or will they be reimbursed for this expense?
8. In PWS paragraph 3.5.3 Medicines and Medical supplies it states "the contractor shall provide all medications and medical supplies necessary to operate the OHS contract." What medications both prescription and non-prescription must be kept onsite and in what quantities? Will the contractor be reimbursed for the medications or medications used?

9. Will the contractor be reimbursed for consumable items such as office supplies, medical and clinical supplies, medications, specialized paper products etc, referenced in paragraph 2.2 Supplies and Equipment?
10. How many cardiac stress tests were performed by the GRC in the past year?

**Questions: Section 8- Employee Assistance Program Services**

1. Can you indicate the actual EAP utilization rate at GRC for the past three years?

**2. Question 8.3.1, Page 52 --**

Can you please clarify the requirement for 24/7 emergency EAP consultations?

Are you requiring face-to-face consultations or are you requiring that the Contractor provide 24 hour capability for telephonic consultations with an appropriate professional?

Similarly, Can you please clarify what NASA requires regarding access to a psychiatrist? Is the expectation that all GRC employees would have access to a psychiatrist (MD) 24 hours a day, 7 days a week?

**3. Question 8.8, Page 54 --** Are we correct in our understanding that the Contractor is required to develop a CISM Plan for Lewis Field and Plum Brook Station and to provide this plan to the COTR and ACOTR 6 months after the implementation date of the Contract?

4. Can you indicate the actual number of Critical Incidents that were managed at GRC in the last three years?

1. To properly price the services can the government please provide further details that will show bidders the usage of these facilities and services? Below is an example of the information we are requesting. Please provide this information for the past 3 years to show trends.

Programs (Include all Programs in Table 1.3)	# of participants by year		
	2007	2008	2009
Hearing Tests			
FAA Flight Physicals			
Medical Clearance for Fitness Center Membership			
Annual health maintenance examinations			
Stress Tests			
Respiratory Program			
One Hr. Consultations			

2. Please provide the total population for the anticipated community of users of these required services:

User Community	# of People
CS Lewis	
SSC Lewis	
Plum Brook	
Others eligible for FC membership	

3. Please provide a complete inventory of all Government Furnished Equipment (GFE) the contractor will be required to maintain. Please include the following elements:

Equipment Model	Equipment Description	Quantity	Year Made	Maintenance Contract (Y/N)	Targeted for replacement (Y/N)
XXX	AED	XX	XXXX	Y	N

4. Please identify the subcontractor(s) who currently supply equipment maintenance.
5. In Section 3.8.1 - Employee Medical Records. Are all records kept electronically and is this part of the "Medical Services Clinic Records" as described in 3.8? What, if any, IT Health Management Systems are currently being used other than the government provided system in section 3.8?
6. Section 5.0 describes expectation for handling emergency cases. When ambulance services are required, who pays for this service and is this reimbursed by NASA or insurance?
7. In Section 4.3 – International Traveler Health Services, please provide information such as: How many evaluations are were done over the past year? Are they spread evenly throughout the year or are there peak travel times. If yes, when are the peak periods? Please provide the turn-around time for the medical review and issuance of a medical clearance.
8. May we have a copy of the last Annual Contract Report or copies of the last 12 Monthly Contract Reports?
9. In the last 5 years have any malpractice suits been filed?
10. In section 6.5 please identify the number of safety glasses provided annually over the past 3 years.
11. In Section 5.5 the contractor will provide training that leads to one of the specified certifications. How many certificates in CPR and First Aid were issued annually over the past 3 years?
12. Section 6.2 describes the contractor's participation in the Worker's Compensation Program. How many cases have been supported by the current contractor annually over the past 3 years?
13. Throughout the document there are a number and type of Pharmaceuticals and Medical Supplies required. Please provide the formulary for the emergency response supplies. This might also be provided in a table.

Medical Supplies	Annual usage		
	2007	2008	2009

14. Who provides the lab services, required in Section 3.6.4?

Thank you for the informative Industry Day. We are looking forward to responding to the solicitation and have only one question for now:

- Slide 21 in the presentation indicated that the vendors would “propose to specified exam protocols” for the preventive medicine program. Does this mean that health maintenance exams and medical clearance exams will be priced per examination in our price proposal?
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#### **Page 9 Section 2.1.1.1 Medical Director**

##### **Physician Requirements:**

**Board Certification:** Will the government consider expanding the Board Certification requirement to allow other board certification in family practice, internal medicine, preventive medicine, urgent or emergency care and other related fields and complemented with 3-5 years of experience in the field of occupational medicine? Is the government going to have a minimum experience requirement for this position?

##### **Full Time vs. Part Time:**

Will the government consider a job shared position for the Medical Director to enhance coverage capability and allow for flexibility in dealing with security/badging/ computer system requirements?

#### **Page 10 2.1.1.4 Physicians**

A and B: Can the government clarify Point A and Point B (see the word “non” in point B)? Would the government consider wording such as: Board Certified in or completed residency in either

- Primary Care Specialty
- Preventive Medicine
- Emergency Medicine
- Occupational Medicine

And have 3 – 5 years experience in Occupational Medicine, Primary Care or Emergency/Urgent Care Medicine, depending on the Board Certification (as discussed above in 2.1.1.1)?

#### **Page 11 2.1.1.6 Physician Assistant and 2.1.1.7 Nurse Practitioner**

Do you require a physician’s assistant and a nurse practitioner? Is the government going to have minimum experience requirements for these positions?

#### **Page 11 2.1.1.8 Nurse**

Will the Government consider graduates of an accredited registered nursing (R.N.) program with current R.N. certification with significant years of work experience in lieu of a bachelor’s degree when qualifying for jobs? Would the government consider alternative wording such as at least one nursing staff member be COHN certified for subject matter expertise, and there be minimum work experience requirements in the field of occupational health for performance of the required examinations?

#### **Page 11 2.1.1.9 X-RAY Technician**

Please clarify the licensure in the State of Ohio for a Radiological-Laboratory Technologist.

#### **Page 12 2.1.1.13 Dietitian**

Is the government going to require minimum experience or degree requirements for this position?

#### **Page 12 2.1.1.17 Employee Assistance Program Counselors**

Can the government clarify the time span for the case count referenced in the Draft SOW?

Would the government consider a valid independent license, such as an LISW, in lieu of a CEAP?

#### **Page 13 2.1.1.19 Fitness Center Personnel**

The statement reads: “All Fitness Center personnel shall maintain certification in BLS and first aid.” Please note that BLS is not the complete standard, as it is just from one organization.

**Recommendation:** The sentence should read certification in AED/CPR from the American Heart Association or American Red Cross.

#### **Page 26 3.6.1 Mammography Services**

Is the mammography program going to be part of the fixed price portion of the contract or is the government considering this to be part of the task order portion of the contract?

**Page 6 and Page 34 5.2 Treatment of Acute Non-Occupational Illness and Injury**

Please clarify if the government is allowing the similar treatment of non-civil servants (SSC) for all non-occupational injury or illnesses.

**Page 36 6.0 Occupational Medicine Services**

There is no reference to NASA Glenn policies (section 12.0 referenced documents) whose standards differ from the KSC guidelines as specified in the draft Scope and are specific to the GRC location for the referenced Examinations and Evaluations. Can the government please clarify?

**Page 6 and 39 6.1.3 Flight Associated Examinations**

Will NASA Flight Physicals still be performed?

**Page 7 and pages 40-41 6.2 Medical Support for Workers' Compensation Program**

Is the expectation that the Government is going to require the Contractor to provide ongoing primary care for patients as defined as medical support for the Workers' Compensation Program? Is the expectation that the Contractor is to provide formal Workers' Compensation Case Management Services?

**Page 5 and 37 6.1.1.1 Surveillance Evaluations for Workers with Specific Potentially-Hazardous Exposures and Page 42 6.3.1 Audiometric Monitoring Program**

Is the follow up care by a specialist due to a work related hearing loss to be priced under this contract instead of under the Worker's Compensation Program?

**Page 49 7.3.2 Group Classes**

Would the government consider establishing a minimum performance level in group classes or programmatic offerings that would be acceptable?

**Page 7 and page 50 7.3.6 Physical Therapy Services**

**Recommendation:** Physical Therapy services should be made available based on a referral by a Medical Provider.

**Page 56 9.2 Food Safety Inspection:**

Can the government clarify the specific responsibilities of the inspection of the food service facilities at the Lewis Little Folks Day Care Center?

**Page 7 and page 50 8.0 Employee Assistance Program**

Page 7 defines the population as "GRC Workforce" and page 51 defines the covered population as "GRC CS employees and their families". Please clarify if the government is including contractors in the covered population for all EAP services.

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1. Page 2; 1.1. Base Services and IDIQ Services references Table 1.2 which is not found in the SOW. Can you send it?
2. Page 3; 1.3. Cost Responsibility references Attachment F, Yearly Statistical Data which was not found in the SOW. Can you send it?
3. Page 15; 2.5. Program Coordination and Communication - What current forms of communication are currently being used (ie: email; intranet; flyers)?
4. Page 19; 2.7.2. Contract Reporting – Can we see a sample of a current Monthly Contract Status/Technical Activity Report?



5. Page 20; 2.7.3. Contract Performance Metrics – Will the final SOW include the “Clause???, Contractor Evaluation and Deduct Clause
  6. Page 32; 4.2. Medical Clearance for Fitness Center Membership – Is the potential Fitness Center member initially screened by Medical or the Fitness Center?
  7. Page 44; 7.0. Physical Fitness Program – if demographic and statistical data for the Fitness Center is not provided in Attachment F (see Question 2 above), please provide:
    - # of GRC CS and SSC eligible to join the Fitness Center
    - Current # of Fitness Center members by category: CS; SSC; retirees
    - Current membership fee (if any) by category: CS, SSC, retirees, etc.
    - Daily usage (breakdown by mornings, lunch, evenings, if possible)
    - Current recreation programs and participation
  8. Page 46; 7.1.5. Fitness Center Records Management – are there locked file cabinets for hard copies of member records? Where are the file cabinets located?
  9. Page 47; 7.2. Management of Facility – Will GRC provide internet, phone, and fax or is that the responsibility of the Contractor?
  10. Page 47; 7.2. Management of Facility
    - What amenities are currently being provided, i.e., soap, shampoo, conditioner, hair dryers, towels, etc?
    - Does GRC provide paper towels, hand soap, toilet paper?
    - Are the lockers for day use only or are some available to rent? If rentable, what is the locker rental fee?
    - Laundry services – are there towels provided and, if so, are they laundered on site?
    - What software licenses other than HealthCalc are provided by GRC for the Fitness Center?
  11. Page 48; 7.2.2.2. Replacement Planning and Procurement – please provide a detailed equipment list (which should include age of each piece of equipment) and whether it is in excellent, good, fair or poor condition.
  12. Page 49; 7.3. Physical Fitness Program Services – What specialized pay-to-participate programs are currently being offered? What are the costs for these programs?
  13. Page 49; 7.3.2. Group Classes – Please provide the average daily participation for the current class offerings.
  14. Page 49; 7.3.4 Personal Training Services – Is there currently a charge for personal training?
  17. Page 50; 7.3.7. Team Sports Programs – Are all GRC CS and SSC eligible to participate? Is the Contractor responsible for lining the fields, arranging for officials, uniforms, bases, etc?
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Since the new contract will shift from a cost reimbursable format to a fixed price contract, it will be necessary for us to fully understand the expected workload to properly staff and price our proposal. We therefore request that the RFP include the following:

1. For each service required by the scope of work, i.e. patient visits, x-rays, respirator fit tests, vision tests, physical exams, flight physicals, outside referrals, etc., please provide the total number of annual encounters by line item.

2. Please provide an all-inclusive formulary listing of the pharmaceutical line items stocked on-site and the number of each dispensed.
3. Please provide the current staffing plan inclusive of labor category and number of hours provided.